



FORSYTH COUNTY SHERIFF'S OFFICE

Ron H. Freeman, Sheriff

To: Chief Deputy Grady Sanford

From: Director Allison Densmore, Office of Professional Standards

Re: 2019 Complaint and Internal Affairs Investigations Review; Grievance Analysis; Bias-Based Profiling Reviews

Date: 05/06/2020

Complaint and Internal Affairs Investigations Review

In 2019, there were thirty-eight (38) formal complaints filed against our employees, which were investigated by the Internal Affairs Unit. These formal complaints resulted in ten (10) Internal Affairs Investigations and twenty-eight (28) Inquiries completed by the Office of Professional Standards.

The following chart documents the 2019 annual statistical summary of all **Internal Affairs Investigations**.

Formal Complaints - Internal Affairs Investigations

Complaint Number	Type of Complaint	Findings	Number of Employees
IA-19-001	Duty to Read/Understand/Comply with Orders Conduct Unbecoming	Sustained Sustained	1 employee
IA-19-002	Conduct Unbecoming Unwanted Conduct	Exonerated Exonerated	2 employees
IA-19-003	Neglect of Duty Truthfulness/Cooperation Agency Records/Reports/Citations Duty to Read/Understand/Comply with Orders Violation of Law Conduct Unbecoming	Sustained Sustained Not Sustained Sustained Sustained Sustained	1 employee
IA-19-004	Truthfulness/Cooperation Neglect of Duty Conduct Unbecoming	Not Sustained Sustained Unfounded	1 employee
IA-19-005	Neglect of Duty Duty to Read/Understand/Comply with Orders Use of Private Equipment Conduct Unbecoming	Sustained Sustained Sustained Sustained	1 employee
IA-19-006	Possession of Alcohol Conduct Unbecoming Violation of Law Oath of Office	Sustained Sustained Sustained Sustained	1 employee
IA-19-007	Officer Involved Shooting	GBI CLEARED	1 employee

IA-19-008	Neglect of Duty Duty to Read	Sustained Sustained	1 employee
IA-19-009	Unwanted Conduct	Sustained	1 employee
IA-19-010	Truthfulness/Cooperation	Not Sustained	2 of 2 employees
	Conduct Unbecoming	Sustained	
	Duty to Read/Understand Use of Force	Not Sustained Sustained	1 of 2 employees

The following chart documents the annual statistical summary of all **Internal Affairs Inquiries** which occurred in 2019.

Formal Complaints – Inquiries

Complaint Number	Type of Complaint	Findings	Number of Employees
19-01	Truthfulness/Cooperation	Sustained	1 employee
19-02	Truthfulness/Cooperation	Unfounded	1 employee
19-03	Neglect of Duty	Unfounded	1 employee
19-04	Violation of Law Use of Force	Unfounded Exonerated	3 employees
19-05	Truthfulness/Cooperation Conduct Unbecoming	Sustained Sustained	1 employee
19-06	Neglect of Duty	Exonerated	2 employees
19-07	Conduct Unbecoming Vexations/Fabricated Complaints	Sustained Sustained	5 employees
19-08	Conduct Towards Fellow Employees Conduct Unbecoming	Not Sustained Not Sustained	1 employee
19-09	Truthfulness/Cooperation	Sustained	1 employee
19-10	Jail Death	No Policy Failure	No employee
19-11	Bias-Based Complaint	Unfounded	1 employee
19-12	Truthfulness/Cooperation Violation of Law Conduct Unbecoming	Sustained Sustained Sustained	1 employee
19-13	Hostile Work Environment	Not Sustained	5 employees
19-14	Duty to Read/Understand/Comply with Orders	Sustained	1 employee
19-15	Violation of Law	Exonerated	1 employee
19-16	Duty to Read/Understand/Comply with Orders	Sustained	1 employee
19-17	Violation of Law	Unfounded	3 employees
19-18	Conduct Unbecoming	Unfounded	1 employee
19-19	Bias-Based Complaint	Unfounded	1 employee
19-20	Use of Force Conduct Unbecoming	Unfounded Unfounded	1 employee
19-21	Conduct Unbecoming	Not Sustained	1 employee
19-22	Truthfulness/Cooperation	Unfounded	2 employees
19-23	Use of C.I.	Reclassified to IA	1 employee
19-24	Conduct Unbecoming	Unfounded	1 employee
19-25	Assault of Inmate	Unfounded	1 employee
19-26	Bias-Based Complaint	Unfounded	2 employees
19-27	Neglect of Duty	Sustained	1 employee

	Duty to Read/Understand	Sustained	
19-28	Conduct Unbecoming	Unfounded	1 employee

In 2019, there were fifty-two (52) **citizen complaints** filed against our employees, which were investigated by the respective direct line supervisors. Three (3) of these citizen complaints were referred to the Internal Affairs Unit and are included in the above statistical summary.

The following is the annual statistical summary of all **Citizen Complaints** in 2019.

Allegation	Unfounded	Exonerated	Sustained	Referred to IA
Rudeness/Unprofessional Conduct	17		1	
Other Policy Violation	1			
Vehicle Operation - Speeding	6	2	3	
Neglect of Duty	6	1		
Bias-Based/Racial Profiling	5			(3 of 5)
Conduct Unbecoming	5	1	3	
4th Amendment Violation	1			

Rudeness was the most common citizen complaint; however, only one complaint of rudeness was sustained.

In all cases, the complaints were thoroughly investigated by direct line supervisors and/or referred to Internal Affairs for further investigation. Attempts were made to contact all complainants; however, some complainants could not be reached or were not willing to move forward with the complaint process. In many cases, the officer's in-car video system and/or body camera was able to give conclusive evidence of the officer's actions, and in most cases, expedited the conclusion of the investigation.

During annual in-service, employees were provided training on citizen complaints; bias-based profiling, off duty conduct, family violence, and ethics.

In 2019, there were no complaints made specifically against the agency. All complaints received were against individual employees.

The comparison of **2018 to 2019** is as follows:

In 2018, there were sixty (60) citizen complaints filed against deputies, four (4) of which resulted in an Inquiry being conducted by Internal Affairs. As previously stated, there were fifty-two (52) citizen complaints filed in 2019, eight (8) less than the previous year.

Also, in 2018, there were fourteen (14) Internal Affairs investigations and seventeen (17) Inquiries conducted by Internal Affairs. As previously stated, in 2019, there were ten (10) Internal Affairs investigations and twenty-seven (27) Inquiries conducted by the Internal Affairs Unit. Although there were four (4) less IA investigations, there were ten (10) more Inquires conducted from the previous year.

Data collection, tracking, and storage have been identified as problematic, so the plan is to continue to utilize the current complaint process until an updated process is created. We will create a form fillable Complaint Form while making on going improvements whenever identified. The use of excel spreadsheets does not allow for

detailed searches and tracking. Until we identify a better system to track/search/document all complaints and Internal Affairs investigations, the RMS system will need to be utilized more thoroughly to assist with tracking Complaints.